

Role profile: Director of adults and wellbeing**Reports to: Chief executive****Direct reports: Director of public health, Assistant director – commissioning; Assistant director – operations and support; Head of business improvement and transformation****Role Purpose:**

To provide outstanding strategic leadership of Adult Social Care, Strategic Housing and Public Health within Herefordshire. Leading the transformation, commissioning and delivery of services that are essential for the council to enable residents, both adults and children, as individuals and families to live safe, healthy and independent lives, reduce health inequalities and achieve improved outcomes for the people who use our services. Taking a leadership role on behalf of the council for integrating health and social care pathways system wide, the Health and Well Being strategy and facilitating strong and resilience communities

Accountabilities specific to this role

- Develop and deliver the strategic direction of Adults and Wellbeing; including the Health and Wellbeing, Housing and Adult Social Care Strategies for Herefordshire
- Deliver substantial cost savings within the next few years – £5.5m in FY 15/16 and £4.1m in 16/17 – and deliver a sustainable and affordable budget and three year financial plan
- Radically transform the way in which services are delivered through the creation of new, integrated and person-centric pathways, that drive efficiency and significantly improve quality and performance
- Develop strong and effective working relationships with key local, regional and national agencies and partners including the CCG health, and Central Government (e.g. Department of Health, the Care Quality Commission), to ensure the Council is well-positioned to influence policy, practice, integration and strategic direction of public services across Herefordshire
- Effective implementation and embedding of the Care Act requirements and better care fund
- Inspire and lead the adults workforce (circa 300 fte). Develop and deliver a high-performance culture
- Build and deliver effective and strong community based social capital and resilience, capacity and culture across Herefordshire
- Lead the development of an effective 'adults and wellbeing social care market' in Herefordshire, working with partners to jointly commission services to meet identified needs and secure value for money through a robust commissioning and contract management programme
- Be responsible for the strategic management and operational delivery of the Adults and Wellbeing directorate
- Ensure effective safeguarding arrangements for adults
- Transition and integration of services including public health, housing, adult social care and mental health services

Statutory responsibilities

- Statutory responsibilities of a Director of Adult Social Services including Safeguarding
- Statutory member and will ensure the effectiveness of, the Health and Wellbeing Board.
- Housing Legislation statutory requirements

Responsibilities and behaviours

1. As a management board member, lead the creation and implementation of the overall business strategy and operating model to achieve the vision for Herefordshire Council
2. Design and deliver value for money integrated public services and ensure attention to improving efficiency and robust cost management.
3. Ensure services are customer focused through effective community and user engagement in the commissioning of services.
4. Develop relationships with partner organisations to meet the needs of Herefordshire’s communities collaborating with all sectors to continuously improve the quality of life in the county.
5. Assume accountability for directly managing integrated service delivery, managing conflicting priorities and driving the achievement of continuously improved locality-based customer outcomes.
6. Develop services managed with appropriate partners, spotting and taking advantage of external changes so resource utilisation is maximised in the long term.
7. Act as a figurehead for the service areas managed, liaising with Members, non-executive directors and senior individuals in external agencies, regionally and nationally, to influence agendas and increase inward investment
8. Promote Herefordshire to all key stakeholders to ensure the county is positioned successfully for increased inward investment and policy consideration. Manage the investment in relationships made by Herefordshire Council to deliver the best possible return.
9. Support Members by providing the highest quality advice and guidance on areas of policy and strategy, ensuring that Members are appraised about issues to enable informed decision making in line with the Herefordshire Council vision and priorities.
10. Safeguarding and promoting the welfare of children, young people and vulnerable adults. Ensuring that that staff are aware of the Herefordshire Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Ensuring that staff attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.
11. Drive appropriate organisational improvement and transformation; and lead cultural and policy change in line with the council's vision and values.
12. Provide exemplary leadership ensuring behaviours meet organisational values and creates a working environment where employees are empowered and can deliver their best; holding others accountable for their decisions.
13. Set and manage ambitious performance expectations, recognising success and taking timely remedial action; keeping stakeholders informed of progress against targets.
14. Establish appropriate performance standards and determine priorities for resource allocation to meet clearly defined customer expectations.
15. Ensure the provision of expert technical advice by service areas to senior leaders and partner organisations.
16. Create an environment where learning, innovation and the application of new ideas flourish resulting in significant improvements to service delivery.
17. Take responsibility for managing risks and resolving issues that may have a significant impact on the council.
18. Understand and meet all required legislation and governance to deliver the required service standards.

Skills, knowledge and experience

- An experienced senior executive with a track record of delivering top quality public services and continuous improvement in a complex environment.
- A collaborator who can develop relationships with senior stakeholders and politicians to generate a return for the organisation and its customers.
- Business acumen gained from creating a commercial environment where the management of cost and customer satisfaction are both paramount.
- A leader who engages and enables others to deliver their best.
- Knowledge and practical experience of overseeing a commissioning-based cycle of service delivery.
- An unquestionable record of delivering results through others.
- An excellent professional and developmental record that is business management focused.

Employees and culture

- Employee engagement
- Working climate
- Innovation application
- Behaviour

Relationships

- Reputation
- Policy influence
- Member feedback
- Partner feedback

PERFORMANCE MEASURES

Customer Service

- Peer and Member feedback
- Customer satisfaction/ service quality
- Quality of life in County

Value for Money

- Cost reduction
- Service improvement

Council values: I aim to put **PEOPLE** at the heart of everything we do

People – treating people fairly, with compassion, respect and dignity

Excellence – striving for excellence and the appropriate quality of service, care and life in Herefordshire

Openness – being open, transparent and accountable

Partnership – working in partnership, and with all our diverse communities

Listening – actively listening to, understanding and taking into account people's views and needs

Environment – protecting and promoting our outstanding natural environment and heritage for the benefit of all.